



_experience the commitment™



Claims Administration Services

SOLUTION ADVANTAGE

What CGI can do for your business

CGI's Claims Administration services offer you the full benefits of outsourcing and end-to-end claims administration. Through Claims Administration Services, you can:

- _ Focus on strategic competencies
- _ Reduce operating expenses
- _ Reduce the need to recruit, hire and train new staff
- _ Reduce IT investment
- _ Leverage CGI's specialized claims expertise and technology
- _ Maximize service efficiencies
- _ Improve customer satisfaction
- _ Increase profitable revenue growth

Our claims administration services deliver:

- _ Fully automated claims processing
- _ Experienced and dedicated claims staff
- _ 24/7 availability for claims reporting
- _ 24-hour response time to first notice of loss
- _ 48-hour turnaround for claim settlement
- _ Minimized losses through fraud investigation, subrogation and salvage
- _ Comprehensive and results-driven litigation management
- _ Fast and effective handling of catastrophes

LEADING-EDGE OUTSOURCING SOLUTIONS FOR CLAIMS ADMINISTRATION

Processing insurance claims quickly and accurately is good business. It helps to moderate claim payouts and satisfy policyholders, as well as increase productivity and reduce cost. Outsourcing your claims administration can help you achieve all of these benefits while at the same time freeing you up to focus on your core business.

CGI provides a full menu of claims administration outsourcing services for property and casualty insurers, including:

- _ First notice of loss
- _ Claims adjusting
- _ Special investigation unit
- _ Subrogation/Salvage
- _ Litigation management
- _ Catastrophe management

First notice of loss

CGI call centers are available 24 hours a day, seven days a week to receive claim notices by phone or fax. We respond to each notice within 24 hours. Our highly trained First Notice CSRs walk your customer through the transaction skillfully and empathetically. Information is captured using CGI's claims processing system based on the system's logic and your unique business rules for automatic processing, thereby ensuring completeness, accuracy and a superior customer experience.

Claims adjusting

CGI offers a team of highly skilled claims adjusters with an average of 20 years of insurance experience. Our adjusters focus on controlling your loss ratio, and increasing your profits while providing your customers with exceptional service. CGI is committed to settling each claim fairly and promptly. Customers can expect a payment within 48 hours of settling their claim. Using CGI's sophisticated claims processing software, our adjusters have quick access to all claim-related information and can provide you with detailed reports summarizing loss ratio, claim payment, reserves, and expense payment data based on your unique reporting requirements.

Special investigation unit

CGI's Special Investigation Unit (SIU) is vigilant in detecting, investigating, reporting, and preventing insurance fraud. We have SIU professionals that are former law enforcement officers with expertise in investigating civil and criminal fraud. Our SIU professionals also have extensive experience investigating insurance fraud. CGI's SIU conducts full investigations of suspected fraudulent claims, generating major cost savings for insurers and keeping premiums in check. We also handle background checks, bureau reporting, examinations under oath, pre-employment screening, employment verification, and credit checks for insurers.

Subrogation/Salvage

Recouping losses through subrogation and salvage can have a major impact on an insurer's bottom line. CGI brings together a team of professionals and advanced technology to provide comprehensive and effective Subrogation/Salvage services. We have software specifically designed to automate the entire subrogation process—from initial demand letter generation to extensive follow-up to monthly reporting. Our salvage professionals are highly experienced in determining the residual value of damaged property and working closely with salvage vendors to achieve a maximum recovery. Each salvage transaction is systematically tracked to ensure accuracy and thoroughness.

Litigation management

Managing litigated claims places a strain on insurers' budgets and resources while distracting them from their core business. CGI offers comprehensive Litigation Management services designed to maximize efficiency and minimize cost. We handle all aspects of litigation management with precision and attention to detail. We can structure a fee schedule that makes outsourcing litigation management less expensive than keeping it in-house. Our litigation specialists keep insurers fully informed of case progress and work closely with outside counsel to ensure the best litigation results.

Catastrophe management

CGI's team of catastrophe specialists can help you react quickly to natural or man-made disasters on a local or regional level. Our team is available around-the clock and will respond immediately in the event of a catastrophe to assess the scope of damage and manage the influx of claims. Our seasoned professionals have the special expertise required to handle major losses. In addition, we can handle advance preparations for a potential catastrophe. We can track hurricane activity, for example, and predict the areas likely to be affected, estimate the number of potential claims, determine the number of adjusters needed and make arrangements with area vendors in case additional staffing is required.

CGI's Business Processing Services

Claims Administration is part of CGI's comprehensive insurance services. We offer a wide range of business process outsourcing and shared systems and applications services that deliver sustainable process improvements and tangible bottom-line benefits. Our services support many of the day-to-day operations that are critical to our insurance clients' businesses.

CORPORATE PROFILE

At CGI, we're in the business of satisfying clients. For 30 years, we've operated upon the principles of sharing in our clients' challenges and delivering quality services to solve them.

A leading IT and business process services provider, CGI has approximately 27,000 professionals operating in 100+ worldwide offices, giving us close proximity to our clients. Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the combination of value and expertise they require.

CGI defines success by exceeding expectations and helping clients achieve results.